

Privacy Policy - Luxury PTS

Effective Date: September 23, 2025

Last Updated: September 23, 2025

At Luxury PTS, discretion isn't just part of our service—it's our foundation. This privacy policy explains how we protect your personal information while providing world-class luxury transportation throughout Florida.

Our Privacy Promise

- **We NEVER track or monitor our vehicles during your rides**
- **We never sell, rent, or trade your personal information**
- **We collect only what's essential to serve you exceptionally**
- **Your destinations and activities remain completely private**
- **We maintain the highest standards of confidentiality**

Information We Collect

Booking Information

When you request our services, we collect:

- **Contact Details:** Name, phone number, email address
- **Service Information:** Pickup and drop-off locations, date and time, duration
- **Payment Information:** Credit card details, billing address (processed securely through Square)
- **Special Requests:** Vehicle preferences, accessibility needs, beverage requests, event details
- **Account Information:** Service history, preferences, emergency contacts

Communication Records

- Phone conversations for booking and coordination
- Email correspondence regarding your service
- Text messages for appointment confirmations and updates

What We DON'T Collect

Unlike other transportation services:

- **No GPS tracking during rides** - your destinations stay private
- **No real-time location monitoring** - we respect your complete privacy
- **No behavioral analytics** - we don't track your travel patterns
- **No social media integration** - your personal life remains separate

How We Use Your Information

Service Delivery Only

Your information is used exclusively to provide exceptional chauffeur services:

- Coordinate pickups and drop-offs with your assigned driver
- Process payments through Square's secure system
- Send appointment confirmations and service updates
- Accommodate special requests and preferences
- Provide customer support when needed
- Maintain service records for account management

Business Operations

- Process payments and manage billing
- Schedule drivers and vehicles
- Comply with Florida business regulations
- Maintain insurance and tax records
- Resolve any service issues

We do not use your information for marketing, advertising, or any purpose beyond delivering your requested transportation services.

Information Sharing - Minimal and Secure

We never sell your personal information. We only share information in these limited situations:

Our Service Team

- **Assigned Drivers:** Name, phone number, pickup location, and drop-off location only
- **Operations Staff:** Scheduling and coordination details necessary for service delivery
- **Customer Service:** Contact information to address any concerns

Note: Our drivers (both employees and independent contractors) sign strict confidentiality agreements and are prohibited from discussing or disclosing any client information.

Trusted Service Partners

- **Square (Payment Processing):** Credit card information for secure transaction processing only

- **Communication Providers:** Phone and SMS services for appointment coordination

Legal Requirements Only

- When required by valid Florida court orders or legal process
- To comply with tax reporting or business regulatory requirements
- To protect the safety and legal rights of our clients, staff, or company

Important: We will notify you if legally possible before sharing information due to legal requirements.

Data Security - Bank-Level Protection

Your privacy and security are paramount:

Technical Safeguards

- **Encrypted Storage:** All client data is encrypted using industry-standard AES-256 encryption
- **Secure Transmission:** All communications use SSL/TLS encryption
- **PCI Compliance:** Square handles all payment processing under strict PCI-DSS standards
- **Access Controls:** Only authorized personnel can access client information on a need-to-know basis
- **No Cloud Storage of Sensitive Data:** Critical information is stored on secure, local servers

Operational Safeguards

- **Confidentiality Agreements:** All staff and contractors sign comprehensive NDAs
- **Background Checks:** Thorough screening of all drivers and staff
- **Regular Security Training:** Ongoing privacy and security education for our team
- **Secure Communication:** Internal communications about clients use encrypted channels

Physical Security

- **Secure Facilities:** Physical access controls to any areas where client information is stored
- **Document Security:** Physical records are locked and access-controlled
- **Vehicle Privacy:** No recording devices or tracking equipment in our vehicles

While we implement strong security measures, no system is 100% secure. We'll notify you promptly if any security breach affects your personal information.

Your Privacy Rights

As a Florida-based LLC serving clients nationwide, we respect your privacy rights under Florida law and applicable federal regulations:

Access and Control

- **View Your Information:** Request to see what personal information we have about you
- **Update Information:** Correct or update any inaccurate details
- **Delete Information:** Request deletion of your account and associated data (subject to legal retention requirements)
- **Restrict Processing:** Limit how we use your information

Communication Preferences

- **Opt-Out:** Stop receiving promotional communications (though we rarely send them)
- **Contact Preferences:** Choose how we communicate with you (phone, email, or SMS)

California Residents

If you're a California resident, you have additional rights under the CCPA:

- Right to know what personal information we collect and why
- Right to delete personal information (with certain exceptions)
- Right to opt-out of any "sale" of personal information (which we never do anyway)
- Right to non-discriminatory treatment

To exercise any of these rights, contact us at privacy@luxurypts.com or (305) 450-4500.

Data Retention - Minimum Necessary

We keep your information only as long as required:

- **Active Client Information:** While you remain an active client
- **Service Records:** 7 years for tax and business purposes (Florida requirement)
- **Payment Records:** 7 years for financial and tax compliance
- **Communication Logs:** 2 years for service quality purposes

When retention periods expire, all information is securely destroyed using DOD-standard data destruction methods.

Third-Party Services

We work with minimal, carefully selected partners:

Square (Payment Processing)

- Processes credit card transactions securely
- Does not store your full credit card information
- Operates under strict PCI-DSS compliance standards
- Cannot use your information for any other purpose

Communication Services

- SMS and email delivery services
- Only handle message delivery, not content storage
- Bound by confidentiality agreements

We do not integrate with social media platforms, advertising networks, or data brokers.

No Tracking Policy - Your Privacy Guarantee

Unlike rideshare services and many transportation companies:

- **No GPS Tracking:** We do not monitor vehicle locations during your rides
- **No Route Recording:** Your destinations are not stored or analyzed
- **No Pattern Analysis:** We don't track your travel habits or preferences
- **No Location History:** Your movement patterns remain completely private
- **No Real-Time Monitoring:** Once your ride begins, your privacy is absolute

This policy ensures complete discretion for business meetings, personal appointments, entertainment, and any other activities requiring confidentiality.

Cookies and Website

Our website (luxurypts.com) uses minimal technology:

- **Essential Cookies Only:** Required for basic website functionality and contact forms
- **No Tracking Cookies:** We don't use analytics, advertising, or behavioral tracking
- **No Social Media Integration:** No Facebook pixels, Google analytics, or similar tracking
- **Secure Forms:** All contact and inquiry forms use encrypted transmission

You can disable cookies in your browser without affecting your ability to contact us or request services.

Changes to This Policy

We'll update this policy only when necessary for legal compliance or significant service changes:

- **Notice:** 30 days advance notice via email
- **Transparency:** Clear explanation of any changes
- **Your Choice:** Opportunity to modify or end service if you disagree with changes

Your continued use of our services after notice constitutes acceptance of updates.

Contact Us

Privacy Questions or Concerns:

Email: privacy@luxurypts.com

Phone: (305) 450-4500

General Service Inquiries:

Email: info@luxurypts.com

Phone: (305) 450-4500

About This Policy

This privacy policy reflects our commitment to providing luxury transportation services with absolute discretion and privacy protection. We believe that true luxury includes the peace of mind that comes with knowing your personal information and activities remain completely confidential.

Effective Date: September 23, 2025

Luxury PTS, LLC - Florida Limited Liability Company

"Where discretion meets distinction" - Your privacy is our priority.